



Administrative Office of the Courts

COURT EDUCATION ASSISTANT

Primary Purpose

Provides organizational support for judicial education programs, customer services functions, and AOC programs.

Distinguishing Characteristics

Reporting to a senior level manager, this position works independently within assigned area of expertise and responsibility, and participates in team-based project activities. Decision making responsibility is limited to areas of responsibility defined by the manager. Interacts regularly with AOC teammates, vendors, and the staff of hotels, hospitality industries, convention facilities and visitor bureaus.

Duties and Responsibilities

Develops *Requests for Proposals* for conference, training, and educational venues.

Negotiates with hotels, hospitality industries, convention and visitor bureaus.

Coordinates the design of meeting room specifications and audio visual needs to meet event objectives.

Works independently with vendors to make arrangements for conferences and meeting facilities; reviews and monitors billings, fees, and other financial transactions related to conferences, meetings, and programs.

Reviews billings and submits billing to Fiscal for review in a timely manner.

Designs and implements housing and registration practices in order to collect, report, and retrieve complete housing & registration data for meetings, conferences, and events.

Develops *Event Specification Guides* to convey information clearly and accurately to appropriate venues and suppliers regarding all requirements for an event.

Coordinates and prepares online registration, information, and materials.

Maintains Excel spreadsheets for budget tracking and numeric analysis and registration data; uses Microsoft Outlook to maintain calendars and communications; designs, creates, edits & proofreads documents for internal and external use, listservs, and Web postings.

Assists with online registration and webinars.

Performs other duties as required.

Key Competencies

Agency values:

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

Behavioral Competencies

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

Knowledge, Skills and Abilities

- Proficient working knowledge of grammar, spelling, and general office procedures and processes.
 - Knowledge and skill in computer applications such as Outlook, Word, Excel, SharePoint, Publisher, and PowerPoint.
 - Proficiency in creating and maintaining budget records compliant with common bookkeeping practices.
 - Ability to assist in the development and implementation of process tools.
 - Ability to clearly see and understand customer expectations and ensures work products meet those expectations.
 - Ability to gain and utilize knowledge of internal and external protocols while establishing effective and respectful working relationships with governmental and court officials at all levels.
 - Ability to communicate effectively orally and in writing.
 - Ability to form effective project plans and achieve them through the use of objectives, timelines, action plans and solutions
 - Ability to acquire and integrate input from others regarding critical actions, timelines, sequencing, and priorities.
 - Ability to meet productivity standards, deadlines, and work schedules.
 - Ability to accept personal responsibility for the quality and timeliness of work.
 - Ability to identify, analyze and resolve problems in a consultative process bringing problems and recommendations for solutions.
 - Ability to accurately assess amount, impact and implication of resources necessary to carry out planned actions.
 - Ability to anticipate potential problems & opportunities and adjust plans.
 - Ability to approach and perform work with attention to detail.
 - Ability to multi task and assess task priorities in a functionally complex environment.
 - Consults with and keeps the appropriate staff informed on work assignments.
-

Qualifications and Credentials

An Associate of Arts degree in business or a related field;

AND

Four years of administrative program support experience.

A combination of education and experience that demonstrates a working knowledge of the duties and responsibilities of the Court Education Assistant may substitute for the qualifications listed.

SALARY RANGE: 50

- Workweek may fluctuate depending on workload or agency need.
- Overnight travel will be required based on business need.
- This position is not covered by the Fair Labor Standards Act.

8/2015: Updated

11/2014: Updated

8/2012: Revised

6/2009: Revised

3/2008: Revised

3/2006: Established